



REPLY TO  
ATTENTION OF

## PERMANENT NOTICE – DO NOT COVER

**DEPARTMENT OF THE ARMY**  
HEADQUARTERS, UNITED STATES ARMY NORTH (FIFTH ARMY)  
AND FORT SAM HOUSTON  
1400 EAST GRAYSON STREET STE 152  
FORT SAM HOUSTON, TEXAS 78234-7000

ARNO-IG-A

26 January 2012

### MEMORANDUM FOR SEE DISTRIBUTION

**SUBJECT:** Right of Civilian Employees to Present Complaints to or Request Assistance from the Inspector General

#### 1. References.

- a. AR 20-1, Inspector General Activities and Procedures.
- b. AR 385-10, The Army Safety Program.

2. All civilian employees have the right to present complaints or requests for assistance to the Inspector General (IG). These complaints or requests for assistance may include what the civilian employee reasonably believes to be evidence of fraud, waste, and abuse.

3. Before visiting the IG, you should consider whether your immediate supervisor can address your concerns in a more prompt manner or follow one of the procedures outlined in paragraph 4 below.

4. Civilian personnel laws and regulations prescribe procedures for civilian employees to use in submitting complaints related to employment. If you are a bargaining-unit employee, your complaint may be covered by a negotiated grievance procedure. These include complaints on such personnel actions as reductions-in-force, removals, disciplinary measures, and similar actions. If you want to submit this kind of complaint, contact your Management/Labor, Employee Relations and Training Division specialist, building 144 at DSN 471-2489 or commercial (210) 221-2489 for information about the pertinent regulations and procedures to follow. However, if you are a member of a recognized bargaining unit and there is a negotiated grievance procedure, you must file your complaints concerning employment matters by following that procedure. Your servicing Civilian Personnel Advisory Center can provide you with further information. If you want to submit a complaint about employment discrimination due to race, color, religion, sex, age, national origin, or disability, contact the Equal Employment Opportunity Office, Fort Sam Houston (210) 221-0322/9194. You can contact the Equal Opportunity Advisor at (210) 221-9543, hotline: (210) 295-0561, or (210) 483-3498. Appropriated fund employees' complaints regarding whistleblower reprisal or prohibited personnel practices may also be addressed to the Office of Special Counsel; non-appropriated fund employees should address such complaints to the Office of the Department of Defense IG.

5. If you have a complaint about matters other than civilian employment, or a complaint about possible regulatory or procedural violations concerning personnel actions that you feel your

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supervisor has failed to (or cannot) resolve, you may visit, call, or write the IG at Headquarters, US Army North:

**Room/Location:** Room 121/Building 16

**Address:** Headquarters, US Army North, 1400 East Grayson Street, Suite 152,  
Fort Sam Houston, Texas 78234-7000

**Telephone:** DSN 471-1719, commercial (210) 221-1719

6. If you believe that your local IG's response to your concerns is not fair, complete, or in accordance with law or regulation—or if you believe that contacting your local IG may jeopardize your interests—you may call (toll free) the Department of the Army IG at 1-800-752-9747 or the Department of Defense IG Hotline at 1-800-424-9098.

7. You may report complaints about hazardous work conditions (unsafe or unhealthy) to your safety office or the USARNORTH Safety Office, (210) 221-0486.

8. In accordance with AR 20-1, paragraph 1-12, the IG has a duty to protect confidentiality to the maximum extent possible. This requirement to protect confidentiality is true for all persons who ask the IG for help, make a complaint, contact or assist an IG during an inspection or investigation, or otherwise interact with an IG.

9. Department of the Army personnel are prohibited from taking any action that restricts you from filing a complaint, seeking assistance, or cooperating with the IG. These same individuals are prohibited from taking any disciplinary or adverse action against you for filing a complaint, seeking assistance, or cooperating with the IG, Special Counsel, or another employee designated by the head of the agency to receive such disclosures. However, if you lie or knowingly make false accusations to the IG, you may be subject to disciplinary action.

10. This memorandum will be posted on unit and office bulletin boards.

**// ORIGINAL SIGNED //**

WILLIAM B. CALDWELL, IV

Lieutenant General, USA

Senior Commander

Fort Sam Houston and Camp Bullis

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